

### **Client Complaints with Other Agencies**

#### **Policy**

Lions Emergency Accommodation Centre Inc. (LEAC) is guided by organisational values and goals that promote honesty, empathy, fairness, accessibility and equity. Clients who express a grievance with another agency will be provided with information and referral to advocacy and support services to facilitate their access to grievance procedures.

#### **Procedure**

When a client of LEAC expresses the wish to make a formal complaint against another agency, the client will be informed of their rights and the process for lodging complaints.

The client will be referred to an agency/government department which can supply the advocacy and support services to facilitate the complaints process.

LEAC will not enter into the complaint process and will not communicate at any stage with the agency with whom the complaint is laid, about any issues pertaining to the complaint.

LEAC will not enter into the complaint process with the client. Wherever possible, external support services will be provided if the client requests support with issues pertaining to the complaint.